



**King County
International Airport**

Department of
Construction & Facilities Management

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June 22, 2000

TO: King County Airport FBOs

FM Cynthia Stewart, Airport Manager

RE: **KCIA Customer Satisfaction Survey**

Many businesses use customer satisfaction surveys to determine how they can better serve their customers. In light of the KCIA mission, values, and goals, which include "provide safe and continuous general aviation airport services to King County businesses and residents" and "provide quality facilities to Airport tenants and operators in an efficient, environmentally safe and fiscally prudent manner", the Airport wants to find out how our tenants and our transient customers think we are performing.

We believe that a collaborative effort to seek input and respond to it can benefit both you and the Airport. We propose to conduct a survey during the month of July using subsets of the questions included in the attached sample. Some questions are not appropriate for all customers, so various kinds of tenants would get various combinations. The questions are consolidated here so that you can see the full scope of what would be asked.

We are also proposing to survey all of your customers. To do this, we would need your help. First, we would like your permission to use many of the questions contained in the attached sample. Second, we would like your agreement to survey each customer during the month of July and collect the surveys anonymously via a collection box at your place of business.

If you would take a moment to review the enclosed sample and comment back to us, we would be very appreciative. If you feel there are questions that are inappropriate or that could be worded more effectively, we value and will consider your feedback.

Please provide us with your comments by the end of next week, June 30, 2000, so that we may begin the survey on Monday, July 3.

Thank you for your assistance. I look forward to hearing from you. You can reach me at 206-296-7430, via e-mail at cynthia.stewart@metrokc.gov, or via fax, 206-296-0190.

Thank you for helping us to serve you better.

